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The Association for Telecommunications Professionals in Higher Education

Addressing
Voice, Data, and Video
Communications Needs
for Higher Education

July, 2000

NEWS

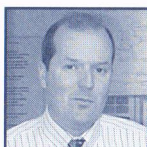
Meet the Board for '00-'01



President
Anthony Tanzi
Brown Univ.



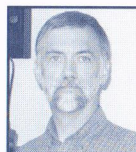
President -Elect
Maureen Trimm
Stanford Univ.



Sec./Treasurer
Dave Lewis
Univ. of Rochester



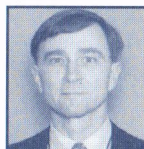
Immed. Past Pres.
Tony Mordosky
Bradley Univ.



Director-at-Large
Dave Barta
Univ. of Oregon



Director-at-Large
Bill Brichta
Allentown College



Director-at-Large
Steve Harward
UNC Chapel Hill



Director-at-Large
Jeanne Jansenius
Univ. of the South



Director-at-Large
Patricia Todus
Northwestern Univ.

Effective at the close of the Annual Conference, ACUTA welcomes a new Board of Directors after the closest elections in recent history according to Margie Milone, Chair of the Nominating Committee.

President-Elect Anthony Tanzi, RCDD, Brown University, steps into the presidency for the coming year.

Maureen Trimm, Stanford University, will serve as President-Elect.

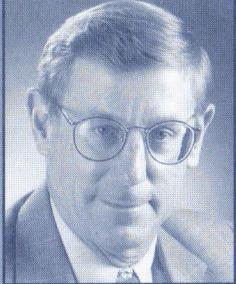
Dave Lewis of the University of Rochester will accept responsibilities as Secretary/Treasurer.

President Tony Mordosky will continue to serve on the Board as Immediate Past President.

Newly elected Directors-at-Large include Dave Barta of the University of Oregon and Steve Harward of the University of North Carolina, Chapel Hill. (Steve is also a Past President of ACUTA, having led the organization in '82-'83.)

Directors-at-Large Bill Brichta, Allentown College, and Jeanne Jansenius, University of the South, will serve the second year of their two-year terms. Patricia Todus, Northwestern University, will serve a second term as an appointed Director-at-Large.

Serving on the Board requires a serious commitment of time and energy. Those who are willing to serve are to be commended. If this kind of leadership role is of interest to you, contact any Board member about how you can get involved.



From the President

Tony Mordosky
Bradley University

ACUTA
Has a New
Area Code
859/278-3338

Thank You

My year as president of ACUTA is suddenly reaching its finale. Last summer, the year's activities appeared challenging but doable. A year is certainly a LONG time. In retrospect, now that that long time is ending, this year seems so short.

In my opinion, the job of the president is to provide leadership to the association for the year. The leadership of an association should help position the group to continue to meet the needs of the membership and ensure continued financial viability. This is not a task accomplished solely by the president. Throughout the year, there are many individuals who contribute to this effort. I have chosen to use my final column to thank this cast of characters who have assisted me in my year as president.

First, I want to thank you the members who provided me with the opportunity to serve you. Your calls and e-mail comments were greatly appreciated during the past 12 months. Hearing from you was one of the most satisfying aspects of being president. Hearing your

comments, both favorable and unfavorable, was a valuable asset to me as I performed the various tasks of president. I hope you continue to participate in an open dialog with the president and other board members in the future as you have this year.

Secondly, I thank the Board of Directors, who, as a group, devoted their time and special talents to the business of the association over this past year. With their help specific goals and objectives linked to the leadership theme were incorporated into the association's strategic plan. As a result, I believe the association is even better positioned to continue to meet the evolving needs of you, the membership.

A huge thank you to the committee chairs and members of our standing committees—including legislative and regulatory affairs, marketing, membership, program, publications, and vendor liaison—for all their efforts. More than fifty individuals volunteered their time to assist with the many activities that benefit you as members. Just to mention a few:

- The program committee was responsible for the content of the three very educational seminars we presented this year. They are also responsible for the educational content of what looks to be the best ever annual conference to be held in a few weeks.
- The legislative and regulatory affairs committee brought you the new monthly electronic newsletter on legislative and regulatory issues along with the very timely regulatory alerts.
- The marketing committee developed the new ACUTA Web-Site-of-the-Month recognition program.
- The publications committee provided support for four outstanding issues of the journal that dealt with very timely issues to all of us in higher education in addition to the monthly newsletter and a host of other communications vehicles.

A special note of thanks to the awards and nominations committees for their exceptional efforts in meeting the responsibilities of these two

continued on page 3

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ACUTA EVENTS

**29th Annual
Conference & Exposition**
July 30–August 3, 2000
Washington D.C.
Marriott Wardman Park Hotel

Fall Seminars
October 15–18, 2000
San Antonio, TX
Hyatt Regency
I. Supporting Academic Services
II. Convergence of Voice, Video & Data

Winter Seminars
January 14–17, 2001
New Orleans, LA
Sheraton New Orleans

Spring Seminars
April 8–11, 2001
Newport Beach, CA
Newport Beach Marriott

Spotlight on Volunteers: State Coordinators

Ken Soper, ACUTA state coordinator for the District of Columbia, has been associated with telecommunications at the George Washington University for 21 years.

When Ken joined the University as the director of communications in April 1979, he assumed responsibility for a 7,000-line centrex system. In 1986, the university installed a 9,000-line PBX system which has grown to 14,000 lines utilizing multi systems to serve numer-



ous campus locations in the District of Columbia, Virginia and Maryland. Currently Ken is the Executive Director of Information Systems & Services with responsibility for multiple areas including Telecommunications, Computer store, service and maintenance, project management, financial services including a \$50 million budget, procurement, business office, and department wide human resource activities.

Since attending his first ACUTA conference in Boston in 1984, Ken has participated in at least one ACUTA event each year. "I couldn't count the hours and dollars I've saved this institution by networking with fellow ACUTA members over the years," Ken says. "I am thankful to my ACUTA colleagues who are proficient in data technology for

guiding me through the maze from traditional voice to the new world of data communications. Without them I would have been lost!"

One of the major issues facing the university environment within the Washington, D.C., Virginia, and Maryland area is the recruitment and retention of skilled technology staff. "I never thought I would see the day when salary funds go unused month after month as a result of vacant positions often paying in the six figures," says Ken.

"Voice over IP, e-commerce, availability of sufficient bandwidth to handle the increasing data traffic, and the constantly changing regulatory environment are issues I see requiring the attention of ACUTA members over the next few years."

ACUTA LEGISLATIVE & REGULATORY AFFAIRS COMMITTEE

Whitney L. Johnson

D C Update

PBX Sales Are Down

A report prepared by The Phillips Group, consultants from Parsippany, N. J., indicates that telecom managers are taking their time in purchasing new PBXs. "End users appear to be taking a wait-and-see attitude to evaluate the viability of IP telephony," said a company representative. They also note that the extra dollars that users spent on Y2K upgrades during the past two years has

USF and E-rate

As of early June, the total E-rate, schools and libraries funding granted so far this year is about \$700 million. (*Telecommunications Reports* (TR) 6/12)

The Children's Internet Protection Act (HR 4600) has been introduced in the House of Representatives. This bill would require schools and libraries that receive E-rate telecom services

ACUTA members may read about the latest developments in telecommunications- and Internet-related issues in the most recent **Legislative and Regulatory Update**, an electronic newsletter prepared monthly by Wiley, Rein & Fielding. Members may also access archived copies of back issues of this document at www.acuta.org/legislation/index.cfm.

company is 'working on a coming

ACUTA NEWS, Vol. 29, No. 7

BOARD OF DIRECTORS

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President-Elect Anthony Tanzi, RCDD, Brown Univ.
Sec./Treas. Linda Bogden-Stubbs, SUNY Upstate Med. Univ.
Directors-at-Large Anne Apicella, Univ. of New Mexico;
Bill Brichta, Allentown College; Jeanne Jansenius,
Univ. of the South; Patricia Todus, Northwestern Univ.;
Maureen Trimm, Stanford Univ.

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had an impact on current purchase plans. PBX shipments have shown consistent double-digit growth in each of the last five years and grew by more than 15% during the first half of 1999. During the last half of 1999, however, growth actually declined just over 1%.

The Phillips Group expects the slow-down to continue until at least 2003 while the IP technology develops and expands. (*The Telecom Manager's Voice Report* (VR), 6/5/00)

Cleaning Phones

Have you ever been concerned about the possibility of picking up infectious bacteria or germs from the phone you use? Most of us have not. I remember using a pay phone once and ending up with black grease on my hand and my ear. At least I could see that, and it washed off. But what about what we cannot see?

One telecom manager interviewed by *Voice Report* (5/22/00) cleans each phone before reassigning it to a different employee. This manager suggests using a cleanser that's nonconductive and that evaporates completely before the phone is plugged in. Several brands of individually packaged alcohol wipes are available as well as some non-alcohol based wipes. Such products as Scrubs-in-a Bucket, PhoneKleen, and even standard CRT cleaners that you spray on a cloth are usually available at office supply stores and some at auto parts stores.

Although it may seem burdensome, it might be in everyone's best interest to have pay phones and courtesy phones on campus cleaned regularly.

that receive E-rate telecom service discounts to install online filtering devices on every computer that has Internet access. A similar bill, HR 896, passed the House last year but has not made it through the Senate. Senators McCain and Hollings have pushed and continue to push for Internet filtering proposals in the Senate.

The U. S. Supreme Court has rejected Celpage, Inc.'s request that it consider challenges to the federal universal service policy. Celpage has argued that "Congress had improperly delegated taxing authority to the FCC and that an appeals court had misread section 332 of the Communications Act, as amended." The Fifth Circuit Appeals Court reviewed the case last summer and sided with the FCC. Now the Supreme Court seems to agree with the Appeals Court. (TR 6/5)

The Office of Management and Budget (OMB) has decided that the Universal Service Fund (USF) is private money and shouldn't be treated like other items under the federal government's budget process. The National Telephone Cooperative Association (NTCA) is pleased with this action by the OMB but remains concerned about OMB's plan to keep the universal service programs in the federal budget.

WorldCom

You may have noticed that the letters MCI no longer precede WorldCom in the merged company name. WorldCom is in the process of eliminating the names of other companies that it has acquired as "the

together' of these units under a single name." (TR 5/15)

Slamming

WorldCom, Inc., must pay \$250,000 under an agreement with a Wisconsin circuit court to settle investigations into alleged 'slamming.' WorldCom did not admit that it had done anything wrong but did agree to "take specific actions to curb slamming." They will reimburse slammed customers and will "discontinue incentive programs for its employees who get customers to switch long distance carriers." (TR 6/5)

Also, WorldCom will have to pay \$3.5 million to settle some complaints with the FCC. This is the largest single carrier settlement to date, according to an FCC spokesman. (TR 6/12)

Excise Tax

A bill to repeal the 3% excise tax has made it through the House by a vote of 402 to 2. Now it is up to the Senate to see if the campus has more money to spend. But don't plan to spend too quickly. If the bill becomes a law, it will take a while to take effect. The rate has been 3% and the bill drops it to 2% the first year and then to 1% the second year before it drops to zero the year after that. (TR 5/15, 5/29; VR 5/22, 6/5)

Innovative Partnerships with CLECs

Tad Deriso
CHR Solutions

In today's environment of telecommunications competition and network convergence, campus telecommunications administrators have an unprecedented opportunity to leverage their strategic assets to provide cost-effective and innovative services to their students, faculty, and staff.

The Telecommunications Act of 1996 opened the door for competition in the marketplace. Competitive Local Exchange Carriers (CLECs) have entered the marketplace and are promoting voice, video, data, and other enhanced services, often at lower prices than the Incumbent Local Exchange Carriers (ILECs). In addition, CLECs are able to provide value-added services for their customers and customize those offerings in the local marketplace.

With the shift away from regulated monopolies to deregulated competition, colleges and universities are presented with more than one choice of service providers. However, with those opportunities can also come difficulties. The following information may help you assess possibilities for partnering with a CLEC.

Why a CLEC?

Historically, many of the large Bell operating companies have provided services to campus networks on either a tariffed rate (filed with the FCC) or a contracted rate. Because of the nature of the Telecommunications Act of 1996, CLECs are able to buy service from the ILECs at a discounted rate (usually 17%). The CLECs then pass some savings along to their customers and are still able to make a profit.

CLECs were born into a competitive marketplace. Their sole purpose is to compete with the large ILECs, take away market share, retain their customers, and provide

Bennett College, a small, private, liberal arts institution in Greensboro, North Carolina, recently faced this kind of dilemma. The college was faced with an aging infrastructure, outdated telephone systems, and a lack of adequate support personnel to properly maintain and expand the existing network systems. In addition, Bennett wanted to expand their course offerings in technology and communications and to provide opportunities for their students to learn more about new technologies.

The original plan was to bid out the design and construction for a new network infrastructure, install a new telephone system, get services from the ILEC, and increase staffing to manage the new system. As the planning process progressed, Bennett realized that they

wanted to maximize the return on their investment from the network infrastructure project and minimize the complexity of maintaining the systems once operational.

The college formed a partnership with KMC Telecom, a facility-based CLEC with operations in Greensboro, to assist with the design, installation, maintenance, and support of the new network. Not only did KMC Telecom design, install, and maintain the new system, they also provided local service, long distance, 800 service, and calling cards to the campus. To minimize the loss of revenue from long-distance resale, they instituted a prepaid calling-card system that was

real-world experience working in the telecommunications industry and were well received by the faculty. The CLEC also partnered with the faculty members to provide speakers and develop course material for the business and technology curriculum. This type of technology/education partnership can provide innovative solutions to campus technology issues.

Another institution, Texas A&M University in Corpus Christi, recently contracted with a facilities-based CLEC to provide enhanced services to their residence halls. The local CLEC provides all data connectivity to the Internet and the campus network. This arrangement relieves the support requirements of the telecommunications department, and removes the high bandwidth usage of student Internet access from the university's dedicated Internet network connection.

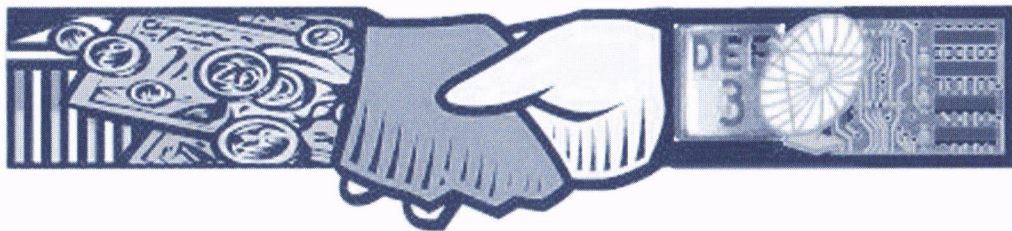
What Are the Drawbacks?

While the face value of doing business with CLECs may seem attractive, the downside is that not all CLECs are created equal. Like many companies in the "dot-com" world today, some CLECs will survive and others will not.

Some institutions have experienced problems with coordinating inbound services, and if switches in the local LATA have not been updated to support local number portability, you would be required to change telephone numbers (an option no one wants!). The financial strength of the CLEC, as well as their billing systems, customer support and service operations, and knowledge of the marketplace and the unique needs of your campus are important issues to consider.

Next Steps?

Partnering with CLECs can exist on many levels. A CLEC can provide your long-distance service or can run your entire telecommunications operation. Recent studies



value-added services to increase their shareholders' value. A CLEC could reduce your recurring monthly charges and provide additional revenue streams for your operations.

Partnering Examples

Most campus telecommunications officials face the unending need to upgrade the network infrastructure and have difficulty finding the necessary funding for upgrades. All too often, funding infrastructure needs takes a back seat to funding additional facilities on campus, academic programs, or administrative information systems.

coordinated with the campus bookstore. The use of prepaid calling cards eliminated the problem of unpaid long-distance bills and provided a source of revenue. This "one-stop shop" approach benefited the college by reducing the overall construction cost on the project as well as lowering the recurring monthly charges for telecommunication services.

In addition to the infrastructure project on campus, KMC Telecom set up a program to provide internships for several Bennett College students each semester in their marketing/operations and engineering support divisions. These internships provided students with a

have shown that approximately 80% of the cost savings attributed to service providers can be found in the outbound service market. You may want to consider keeping your incoming services with the incumbent carrier, and looking at alternative carriers for your outbound traffic.

If your incumbent carrier seems unwilling to negotiate their billing rates, does not provide quality local support, and is unresponsive to your needs, you may want to consider CLEC services. If you are happy with your current rates and have experienced great customer service, then a CLEC would not provide as much value to your operations.

The traditional way of contracting for telecommunications services is quickly changing. Providers (both ILECs and CLECs) must ensure that their systems, services, and operations are providing a valuable service at a reasonable cost. Make sure you look for opportunities that will not only reduce your monthly recurring costs, but will also provide value and innovative solutions to your students, faculty, and staff.

Tad Deriso is a Senior Manager with CHR Solutions, Inc., an independent telecommunications management consulting company. He will be presenting a session entitled "Targeting New Revenue through Strategic Planning" at the upcoming ACUTA Annual Conference in Washington, DC. He can be reached at tad.deriso@chrsolutions.com.

President's Message

continued from page 1

special groups. Their efforts are concentrated during a very short time frame that requires special dedication on the part of the committee members. I personally want to acknowledge the efforts of Margie Milone for her efforts in chairing these committees this year. Margie, a former President, agreed to chair these committees for the second year since the Board functioned without an Immediate Past President this year who would normally have been the chair.

A very special acknowledgment and thanks to the ACUTA staff for their extraordinary efforts during the past year. It is this group of professionals who provide the daily support to the President, other members of the Board, committees, and you, the membership. Without their efforts, my job as president would have been impossible.

Bradley University and my staff deserve a special Thank You. Bradley University has been very supportive of my

activities in ACUTA, and I wish to acknowledge and thank the University's administration for that support. I also want to acknowledge my staff whose support, understanding, and ability to adjust to my sometimes-challenging work and travel schedule was truly exceptional.

In closing, I again want to thank you for providing me the opportunity to serve as your president. I have learned much from this experience. Hopefully I have also contributed some measure of value to you and the association during this time. My year as president will always be special to me. The people, places, and activities associated with my presidency form a collage of memories not soon to be forgotten. For me, it has been a GREAT year.

As always, I welcome your comments anytime at mordosky@bradley.edu.

Board Report

June

The Board of Directors did not meet in June. The Board will meet on July 6 and July 30, and the results will be reported in the August and September newsletters.



Jeri Semer, CAE
Executive Director

From ACUTA Headquarters

Jeri Semer

New Rules on Number Conservation Will Affect Many ACUTA Members

On March 31, the FCC adopted rules for the conservation of telephone numbers, designed to put the brakes on the rapid depletion of numbering resources under the North American Numbering Plan (NANP). While well-intentioned, these rules will have a major impact on many colleges and universities. ACUTA is working to alleviate the most negative aspects of these new rules by providing input to the North American Numbering Council (NANC).

The rules were published in the Federal Register on June 16, and take effect 30 days later. After that date, and barring any further action by the FCC to delay implementation, carriers will be subject to a 45-day limit in holding reservations for numbers. That means that, if carriers strictly enforce the rule, colleges and universities will have 45 days to activate any reserved numbers or they will be returned to the general pool of available numbers.

In addition, the Order eliminates the practice of carriers being able to reserve numbers in blocks of 10,000, and instead limits allocation to blocks of 1,000 numbers. This will also affect many universities that hold blocks of more than 1,000 reserved numbers in a particular NXX.

As the rationale for adopting this rule, the FCC stated in its Order that "It is foreseeable that the NANP could exhaust within ten years unless measures are taken to slow

the rate at which numbering resources are being used. The cost of expanding the current NANP is anticipated to be enormous, and could take as long as ten years to design and implement. These estimated costs are substantial, and would, we believe, significantly outweigh the cost of implementing all of the numbering resource optimization solutions adopted in this Report and Order."

The Order did leave open the possibility of allowing end users to reserve numbers for longer than 45 days, for a fee. The FCC assigned the NANC to work on developing recommendations for such a system, and the NANC has assigned this task to its Numbering Resource Optimization Working Group (NRO WG). This group is meeting every couple of weeks by conference call, and ACUTA is participating in these calls through our attorney. In addition, a member of the Legislative/Regulatory Affairs Committee, Fred Wood of SUNY Buffalo, is planning to participate in the calls from mid-June forward.

In its comments to the NRO WG and NANC, ACUTA strongly urged the group to preserve the ability of colleges and universities to reserve numbers for an indefinite period. We pointed out that universities and colleges do not hoard numbers, and we have a legitimate and critical business need to reserve numbers

indefinitely. We cited several examples, such as the need to hold numbers inactive for the summer months and reassign them when students return in the fall, and the importance of retaining a full NXX for some institutions in order to preserve four-digit dialing and other number administration issues on campus. We also pointed out the importance of being able to reserve numbers in a unique NXX to an institution's business identity in the community.

The NRO WG appears to be receptive to many of our arguments at this point, but any solution will have to be approved by the full NANC and the FCC. It is likely that reaching a solution will take longer than 45 days from the effective date of the regulations (July 16 is the effective date, so current number reservations would likely expire on or about August 30.) If carriers strictly enforce the new rule, existing reserved numbers would be returned to the pool of available numbers after that date, and universities would be able to reapply for them if they are still available, and if and when a "fee for reservation extensions" is adopted by the FCC. Despite the illogic of this situation, the NRO WG has stated that it does not have the authority to change the rules. We are attempting to work with them to resolve this impending problem, but according to the FCC's rules, they may not be able to prevent it.

In addition to ACUTA, the National Association of State Telecommunications Directors (NASTD) has filed comments

Web Sites of the Month

www.telecom.depaul.edu

The committee recognizes **DePaul University's** telecom site for its easy navigation, large quantity of information, technology services section, and technical assistance section.

www.epos.com

EPOS Corporation's site was selected for its clean layout and a very useful demo section.

Welcome New Members

Positions Available

For complete descriptions of these and other positions, we encourage you to access the ACUTA Web site at www.acuta.org. If you do not have Internet access, call Pat Scott, ACUTA Communications Manager, 859/278-3338 x21 for more details.

Institutional Members

- Univ. of AL System, Tuscaloosa, AL. Charles Anderson, 205/348-8645. T1 www.uasystem.ua.edu

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Analyst/Programmer (00-77), California State Univ., Chico

All application materials and information regarding this position are available by calling Human Resources at 530/898-6435 (TDD 530/898-5870) or e-mail humanres@csuchico.edu. Additional info at <http://www.csuchico.edu/pers/>.

Manager, Voice Operations, Univ. of Pennsylvania

Complete information at www.hr.upenn.edu. Under Employment, search for Job Reference Number: 00065596RS. Direct resume to Raymond G. Becker, Director, Telecommunications Operations, via e-mail to rgbecker@pobox.upenn.edu or fax 215/573-2200.

Director, Information Services, Univ. of Wyoming

Submit cover letter, resume, and names, addresses, and phone numbers of at least four references. Applications, nominations, and inquiries may be directed to: Robert Aylward, Vice President, Information Technology, Room 408 Old Main, P.O. Box 3314, Univ. of Wyoming, Laramie, WY 82071, 307/766-4860. Review of applications begins July 31, 2000; position will remain open until filled. EEO/AA

Telecommunications Manager, Univ. of North Texas

Univ. of North Texas, Human Resources Department, Employment Section, P.O. Box 311010, Denton, Texas 76203-1010; Phone: 940/565-4240; Jobs Line: 940/565-4070; Metro Line: 817/267-3731; Fax: 940/369-7137.

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with the NRO WG and the FCC on this matter, expressing similar concerns.

We will continue to keep you posted by e-mail and through the *ACUTA News* as new developments occur. In addition, we will provide an in-depth update at the Annual Conference in the Legislative/Regulatory track, so if your institution is concerned about reserved numbers, you should plan to attend the Legislative and Regulatory Update from Washington session by Jeff Linder, and the Hot Topics in Legislation panel discussion.

Copies of the ACUTA letter, the NASTD letter, and many other important documents on this matter are available on the FCC Web site at <http://www.atis.org/atis/nanp/nrodocs.htm>. If you have questions after reviewing the information, please feel free to contact me at the ACUTA office, at 859/278-3338, ext. 25, or by e-mail at jsemer@acuta.org.

I hope to see you in Washington, D.C.!



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